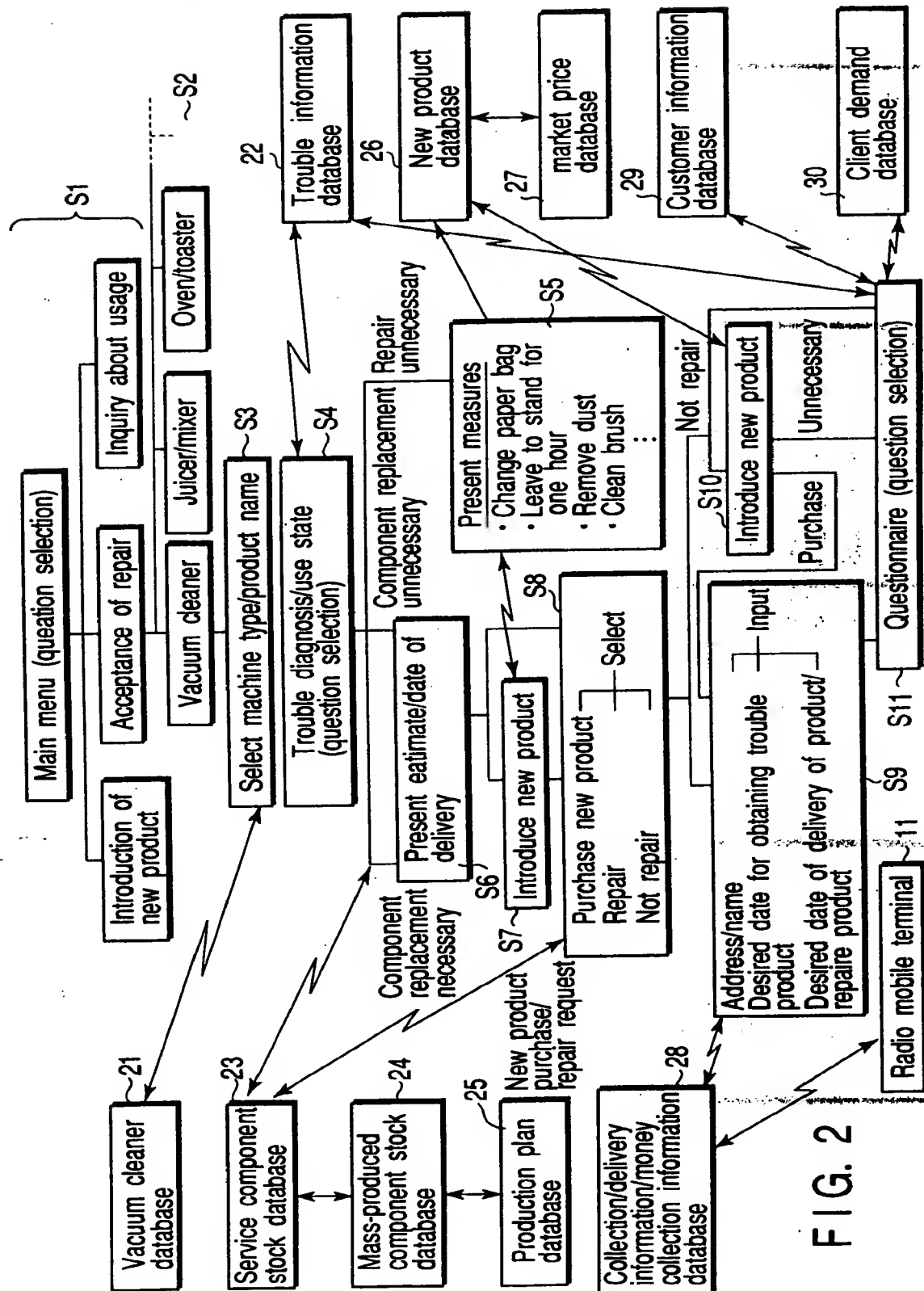


FIG.1


COPY OF PAPER
ORIGINAL FILED






Hello, welcome to XX net
Please click your desired service

Desire to purchase new product

Repair request 

Do not know way of use

FIG. 3

Vacuum cleaner 	XXXXXX
Juicer/mixer	XXXXXX
Oven/toaster	XXXXXX
XXXXXX	XXXXXX

Please click machine

FIG. 4



Please click your machine type
Machine type is displayed on back side of vacuum cleaner main body

VC-F3CW)	VC-XXX(X)	VC-XXX(X)
VC-F3C(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(B)	VC-XXX(X)	VC-XXX(X)
VC-F4Y(G)	VC-XXX(X)	VC-XXX(X)
VC-Q1(G)	VC-XXX(X)	VC-XXX(X)
Next page		

11

FIG. 5

Please click trouble state

Motor does not operate	XXXXXXXXXX
Suction force is weak	XXXXXXXXXX
Cord cannot be wound up	XXXXXXXXXX
Dust sign is not lit even with accumulated dust	XXXXXXXXXX
Floor brush does not rotate	XXXXXXXXXX
Suction force cannot be controlled	XXXXXXXXXX
Next page	

11

FIG. 6

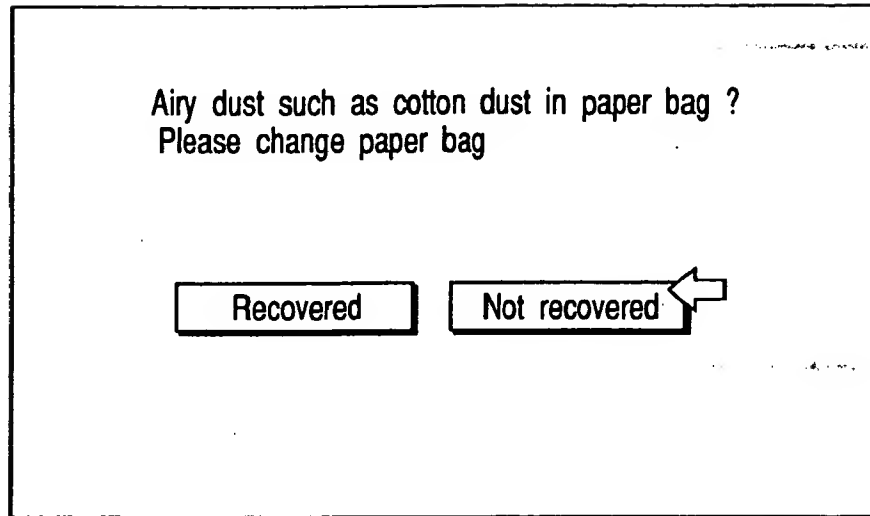


FIG. 7

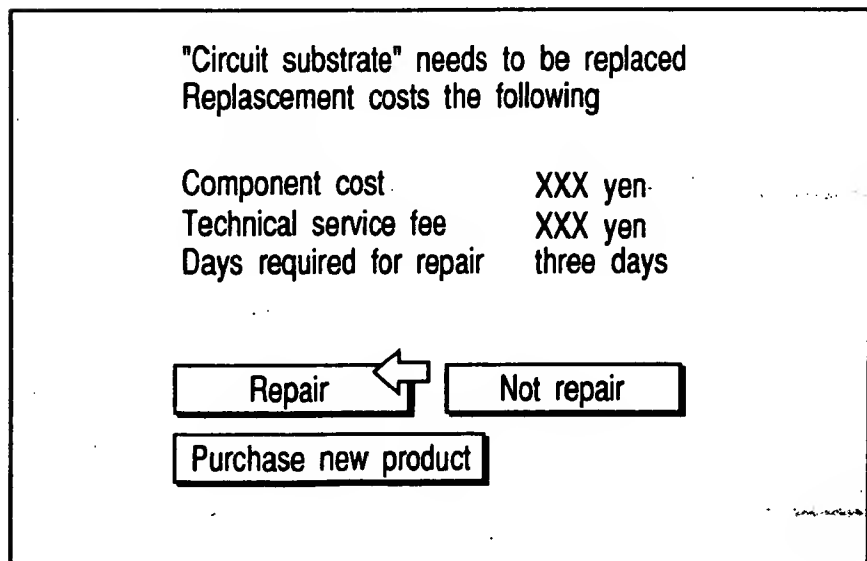


FIG. 8




We will come and obtain trouble product
Please input necessary matters

Address

Name

Phone No.




~ 11

FIG. 9

Please input your desired date for depositing trouble product

A.D. Year month date



~ 11

FIG. 10



Please input your desired date of delivery of repaired product
Please input March 5 or later delivery date, because product will be delivered three days after deposited

A.D. Year month date

Next

~ 11

FIG. 11

Customer data

Name	Ichiro Yamada
Address	Chiyoda-ku, Tokyo * * *
TEL	03-3835- * * * *
mail	yamada@ * * *.co.jp
Family members	Husband and wife + two Children
Residence	House including three Western rooms and one Japanese room

VC-F3C(G)
Sold on February 1, 1995
Fixed price 30,000 yen
Circuit substrate replaced on March 3, 2000

~ 11

FIG. 12

11
}

Deposit date	Name	Address			
2000/3/3	Ichiro Yamada	Chiyoda-ku, Tokyo * * *	Vacuum cleaner		
2000/3/3	Yukio Nakamura	Kshiwa-shi, Chiyoda-ku * * *	Vacuum cleaner		
2000/3/3	Kenji Yamamoto	Omiya-shi, Saitama-ken * * *	Vacuum cleaner		
2000/3/3	Koji Koyama	Nakano-ku, Tokyo * * *	Vacuum cleaner		
2000/3/4	Yuki Honma	Nagoya-shi, Aichi-ken * * *	Vacuum cleaner		
2000/3/4	Hiroshi Sato	Yamato-gun, Nara-ken * * *	Vacuum cleaner		
2000/3/4	Takashi Tanaka	Shinjyuku-ku, Tokyo * * *	Vacuum cleaner		

FIG. 13

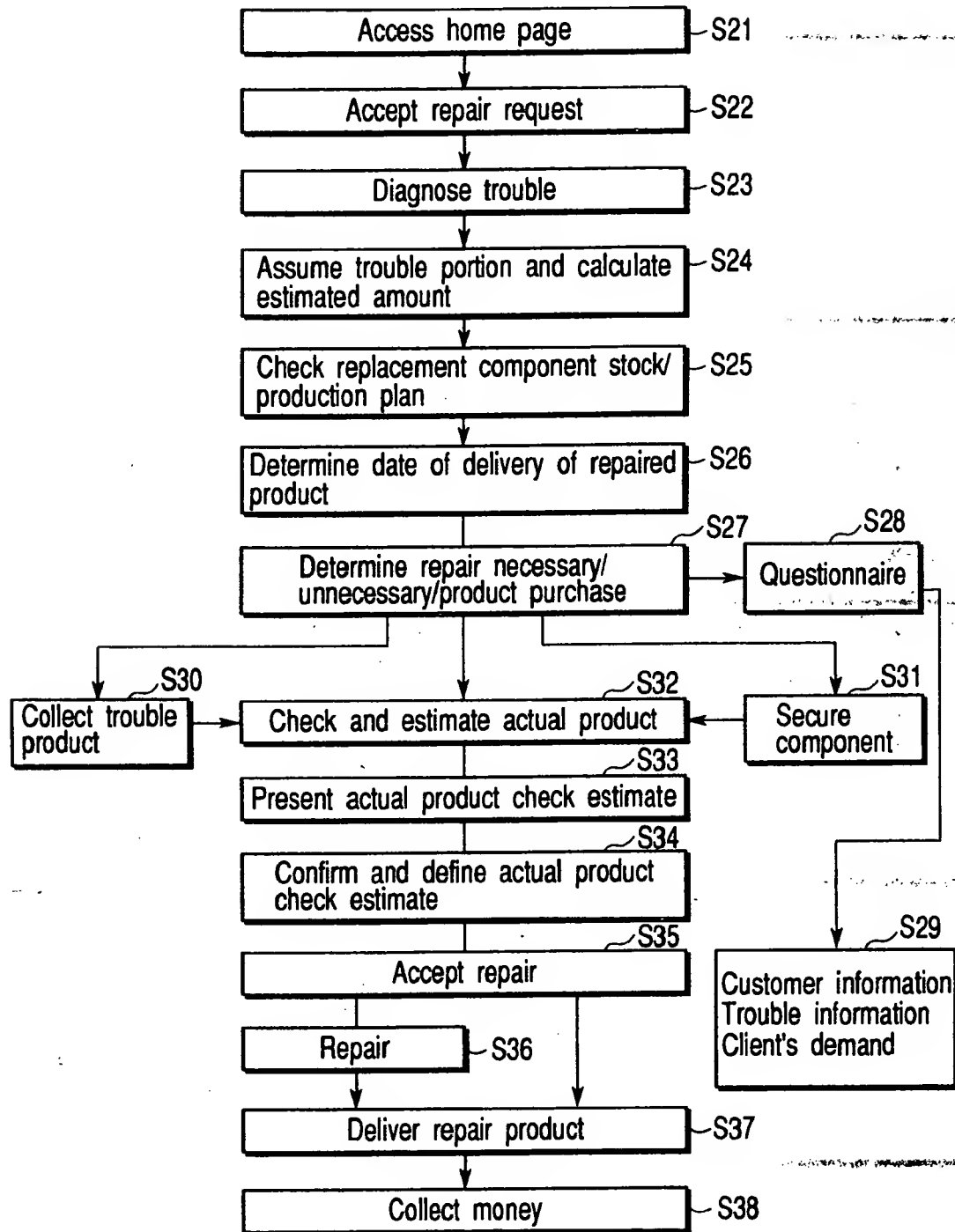


FIG. 14